

September 2025

Summary of Service

The Resident Involvement Team are meeting regularly with Nurture to raise any issues that you, our Resident Inspectors, raise to us.

We will aim to update you via newsletters at the end of every month with progress reports and outcomes. We also address other reported issues – such as complaints etc. The newsletter will contain some details of the issues that have been raised over the month and outcomes or dates that the areas will be attended.

It is our aim to include information relating to inspections and the problem/ target areas for improvement.

This month has seen few surveys with inspectors mostly reporting improvements.

We endeavour to respond to your surveys and emails as quickly as we can.

Please keep your surveys coming in as this really helps to identify issues quickly and take action to have them resolved. If you should need assistance with accessing or completing them, you can email us at residentinvolvement@wkha.org.uk

Kind regards

Karen Browning
Resident Involvement Manager

Resident Inspectors - Newsletter

Surveys

This month we have received 7 surveys with a satisfaction score of 33%. Reports tell us grass cuttings haven't always been collected and some hard sweeps have been missed.

Rag Rating System

GREEN: 2 weeks to respond to first report

AMBER: 1 week to address failing action

RED: 1 week to rectify the situation

Inspector Reports Closed in August:

GREEN 0

AMBER 3

RED 1

Cut and Mulch

Since Nurture have taken over the grounds maintenance at Spitals Cross we have seen some positive changes including the introduction of a bi-monthly cut and mulch of grass to replace the monthly cut and collection. This means we can provide a more frequent service without increasing the costs for residents. The cut and mulch service has health benefits to the grass and has improved the overall appearance of outside areas. Residents have been surveyed and **75%** are happy to keep the cut and mulch.

Following it's success, other sites have been identified to trial the new service and will also be surveyed on satisfaction. Affected residents have been informed by letter.

Service Updates

Fly tipping- Nurture have a dedicated team to removing the fly tipping across West Kent's estates. Fly tipping can be reported via our website [Report anti-social behaviour form | West Kent](#). Please check your maps to ensure the area you are telling us about, falls within the WKHA owned areas.

Dog waste bins- Following reports at Lullingstone that the bins are overflowing we have now switched to weekly collections.

Schedule for works- ([wkh_0002_grounds_maintenance_schedule_v3.pdf](#))

[PLEASE SEE THE NEW GROUNDS MAINTENANCE FREQUENCY SCHEDULE FOR UP TO DATE INFORMATION ON WHEN NURTURE ARE DUE IN YOUR AREA](#)

Reporting

Please, wherever possible use the Resident inspectors form to report issues. You can access it via <https://www.surveymonkey.com/r/SVYYJ8J> or by scanning this QR code



Resident Inspectors - Newsletter

Repton Court- Beds and borders in the rear garden have now been attended and tidied.

Solefields- We received a report of moss on the paths, overgrown hedges and have since conducted a site visit to produce a report for action with Nurture.

Norman Court- Fly tipped shingle has been removed following an inspector survey and the weeds have been treated and removed.

CLERK OF WORKS:

West Kent's Clerk of Work continues to follow our contractor's jobs to inspect whether ad hoc jobs and scheduled works have been completed and to the expected standard. Their positive and negative feedback is passed to Nurture through our Contracts Manager, with the aim of ensuring a quality and consistent service. Nurture are recalled if sites fail the Clerk's inspection.

The Clerk's findings this month are mostly around missed beds and borders and some grass cutting falling below our 3-star standard. Of the 88 Sites visited this month, 85.% were scored 2star and above.

PLEASE BE REMINDED:

Our operatives work hard to keep West Kent's outside spaces safe and tidy. **Abuse of operatives will not be tolerated** and only hinders the job they are trying to complete. Please raise any concerns via your surveys or Customer Services.

Please continue to inspect your estates and feed back to Resident Involvement. It is important that we share your reviews with Nurture, so that they know what is going well and what improvements need to be made. If you are having problems accessing the survey or need any guidance on the completion of the inspections, please get in touch at residentinvolvement@wkha.org.uk.

2025 Incentives- PRIZE DRAW

We have decided to run this incentive for the next 6 months but this time we shall draw **3 winners**. Each will receive a

£20 Amazon voucher!

It's the same rules as before.

For every monthly survey we receive, between January and June (inclusive), you will qualify for 1 entry into our 6monthly prize draw. 6 surveys= 6 entries.

Good News Stories ***

Queens Court

"At last, I can give a positive report - works carried out to better finish - I can see past problems getting better - well done !"

A Day on the Frontline: Kate Simmons Joins Nurture's Fly Tipping Team in Swanley

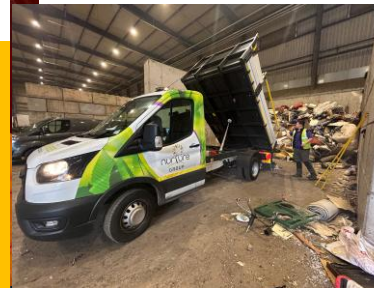
Resident Involvement Officer Kate Simmons recently spent a day with Nurture's dedicated fly tipping team, gaining firsthand insight into the fast-paced and impactful work they do. Helder and Jack, tackle around 15 jobs each day, swiftly clearing dumped waste and ensuring public spaces are restored. Their proactive approach stood out—both Helder and Jack regularly report additional fly tips they spot along the way, which are then raised with West Kent for action.

Helder shared his passion for organisation and his drive to keep improving the service and said "I'm always looking for ways we can do things better."

Jack brought a different kind of enthusiasm to the job, especially when it came to garage clear-outs. "Garages are a mystery," he laughed. "You

never know what you're going to find!"

Kate's day with the team highlighted the importance of their work and the dedication behind it. It was a reminder of how frontline services play a vital role in maintaining clean, safe communities—and how collaboration between teams and residents can make a real difference.



Reminder: what3words

If you want to download the app, please see the link below, which also provides some useful guides:

<https://what3words.com/how-to-use-the-what3words-app>